IN THE CLAIMS

Please cancel claim 41 without prejudice.

Please amend the following claims which are pending in the present application:

1.   (Currently amended) A computerised method of enabling the selection of a service provider for performing a service[[;]], said method including:

(a)   processing a service enquiry for a particular service;

(b)   retrieving historical expectation differential data associated with said service in respect of a plurality of service providers in response to said service enquiry;

(c)   processing said historical expectation differential data, to arrive at comparable expectation differential data in respect of said plurality of service providers for enabling the selection of a service provider to perform the particular service;

(d)   capturing expectation differential data relating to the provision of the particular service by the selected service provider, and

(e)   updating the historical expectation differential data by incorporating said captured expectation differential data.

2.   (Original) A computerised method as claimed in claim 1 which includes repeating steps (a) to (e) to enable the selection of a service provider for the provision of subsequent services with the aid of updated expectation differential data.

3.   (Currently amended) A computerised method as claimed in ~~either~~ claim 1 ~~or~~

~~claim 2~~ which includes compiling [[a]] an expectation differential dataset including

historical expectation differential data components associated with the provision of at

least one previous service by each service provider.

4.   (Currently amended) A computerised method as claimed in ~~any one of the~~

~~preceding claims~~ claim 1 which further includes defining at least one performance

expectation for the performance of the service, and monitoring this against actual

performance.

5.   (Currently amended) A computerised method as claimed in ~~any one of the~~

~~preceding claims~~ claim 1 wherein the expectation differential data includes data derived

from both performance expectation data and actual performance data.

6.   (Currently amended) A computerised method as claimed in claim 5 that includes;

         processing said captured actual performance data and said performance

expectation data to generate data indicative of the differential between the actual

performance of past services and a corresponding performance expectation; and

         updating the historical expectation differential data by incorporating said

processed differential performance data.

7.   (Currently amended) A computerised method as claimed in claim 1 that

includes:

          retrieving historical performance data relating to the actual performance of

past jobs and associated performance expectation data for the past jobs in respect of a

plurality of service providers in response to said service enquiry;

          processing said data related to the actual performance of past jobs and

corresponding performance expectation data to generate data indicative of the

differential between the actual performance of past services and a corresponding

performance expectation.

8.   (Currently amended) A computerised method as claimed in ~~any one of the~~

~~preceding claims~~ claim 1 wherein the historical expectation differential data includes

performance data relating to at least one of the following:

          the cost of past services;[[,]] the quality of past services, with the quality of past

services including the timeliness of the provision of past services[[,]]; the duration of past

services[[,]]; and the outcome of the past services.

9.   (Currently amended) A computerised method as claimed in ~~any one of~~ claim[[s]]

1 [[to 8]] wherein the comparable expectation differential data in respect of each of the

service providers is combined with at least one of comparable cost data, and comparable

quality data, to derive a comparable performance index for each service provider for

enabling the selection of a service provider to perform the particular service.

10. (Currently amended) A computerised method ~~according to any one of claims~~ as claimed in claim 5 [[to 8]] wherein at least one performance expectation for the performance of the service is set at least in part by one or more of the following: a buyer, a chosen service provider, a third party.

11. (Currently amended) A computerised method ~~according to any one of claims~~ as claimed in claim 5 [[to 10]] which includes:

enabling at least one performance expectation for the service to be varied; and

capturing as historical expectation differential data, data relating to a variation in at least one performance expectation for the service.

12. (Currently amended) A computerised method according to claim 11 including enabling a procurer of the service to approve or deny variation to a performance expectation, or to accept a new expectation that is between the last agreed expectation and the requested expectation.

13. (Original) A computerised method according to claim 12 in which the procurer can deny variation to a performance expectation if the variation was foreseeable when an initial performance expectation was set.

14. (Currently amended) A computerised method according to ~~any one of~~ claim[[s]] 11 [[to 13]] in which expectation differential data is measured relative to a combination of the initial performance expectation value and one or more subsequent incremental changes to the performance expectation that were not foreseeable when the initial performance expectation was set.

15. (Currently amended) A computerised method according to ~~any one of~~ claim[[s]] 4 [[to 14]] wherein ~~setting~~ <u>defining</u> at least one performance expectation for the performance of the service is performed on the basis of at least one of the following:

a default performance expectation;

best practice data;

the actual historical performance of one or more service providers;

a service plan proposed by the service supplier; <u>and</u>

one or more quotations provides respective service providers.

16. (Currently amended) A computerised method according to claim 15 wherein ~~setting~~ <u>defining</u> at least one performance expectation for the performance of the service includes:

receiving a service plan from a chosen service provider, and

setting at least one performance expectation for the performance of the service in accordance with the service plan if a procurer approves the service plan.

17.   (Original) A computerised method according to claim 9 wherein the combination of the comparable cost data and comparable quality data and comparable expectation differential data is performed in accordance with weightings reflecting the relative importance of the comparable cost data, comparable quality data and comparable expectation differential data to the buyer.

18.   (Currently amended) A computerised method of enabling the selection of a service provider for performing a service, said method including:

(a)   compiling historical actual performance data and corresponding performance expectation data associated with the provision of at least one previous service by a plurality of service providers[[.]];

(b)   processing said actual performance data and performance expectation data to arrive at comparable expectation differential data in respect of said service providers for enabling the selection of a service provider to perform the particular service;

(c)   capturing actual performance data and performance expectation data relating to the provision of the particular service by the selected service provider; and

(d)   updating the historical actual performance data and performance expectation data to incorporate said captured actual performance data and performance expectation data.

19.   (Original) A computerised method as claimed in claim 18 which includes setting an initial performance expectation.

20.   (Currently amended) A computerised method as claimed in ~~either of~~ claim[[s]] 18 [[or 19]] in which a performance expectation is set on the basis of at least one of the following:

a default performance expectation;

best practice data;

the actual historical performance of one or more service providers;

a service plan proposed by the service supplier; and

one or more quotations provided by respective service providers.

21.   (Currently amended) A computerised method as claimed in ~~any one of~~ claim[[s]] 18 [[to 20]] which includes enabling variation of the performance expectation during the performance of the job.

22.   (Original) A computerised method as claimed in claim 21 in which a variation of the performance expectation during the performance is allowable when the variation was not foreseeable when the initial performance expectation was set.

23.   (Currently amended) A computerised method as claimed in ~~either of~~ claim[[s]] 21 [[or 22]] in which the performance expectation data used to arrive at comparable expectation differential data is derived from the initial performance expectation and one or more subsequent non-foreseeable variations to the performance expectation data.

24.   (Currently amended) A computerised method of enabling a comparison of a performance of a service provider performing a service against at least one performance expectation, said method including:

(a)   setting at least one initial performance expectation in relation to the service;

(b)   capturing at least one amended performance expectation in relation to the service, in the event that at least one expectation variation criterion is met;

(c)   determining at least one current performance expectation in relation to the service on the basis of one or more of, an initial performance expectation and one or more corresponding amended performance expectations on the basis of the expectation variation criterion that was met at the time the amended performance expectation was captured;

(d)   capturing actual performance data relating to the provision of the service by the service provider; and

(e)   comparing the actual performance data against at least one current performance expectation.

25.   (Currently amended) A computerised method as claimed in claim 24 in which a performance expectation is set on the basis of at least one of the following:

a default performance expectation;

best practice data;

the actual historical performance of one or more service providers;

a service plan proposed by the service supplier; and

one or more quotations provided by respective service providers.

26.   (Currently amended) A computerised method as claimed in either of claim[[s]] 25 [[or 26]] in which an expectation variation criterion is based on at least one or more of the following:

the extent to which the variation to the initial performance expectation was foreseeable when the current performance expectation was set; and

the extent to which the variation to the initial performance expectation is reasonable[;].

27.   (Currently amended) A computerised method as claimed in any one of claim[[s]] 24 [[to 26]] in which the current performance expectation is derived from the initial performance expectation and at least one or more subsequent, non-foreseeable amended performance expectation[[s]].

28.   (Currently amended) A computerised method as claimed in any one of claim[[s]] 24 [[to 27]] which includes[[,]] storing at least one of the following in a historical performance database:

at least one initial performance expectation;

at least one amended performance expectation;

expectation variation criterion data;

at least one current performance expectation; and

actual performance data[;].

29.   (Currently amended) A computer-readable medium having stored thereon executable instructions for causing a computer to perform a method of any one of the preceding claims 1 to 28 or 38 to 40 claim 1.

30.   (Currently amended) A computer system to enable a buyer to select a service provider for performing a service, said system including:

an enquiry processing component configured to receive and process a service enquiry for a particular service from the buyer;

a database configured to store historical expectation differential data associated with said service in respect of a plurality of service providers; and

a processor configured to retrieve and process said historical expectation differential data from said database in response to said query to arrive at comparable expectation differential data in respect of said service providers for enabling the buyer to select a service provider, on the basis of said comparable expectation differential data, to perform the particular service.

31.   (Currently amended) A computer system as claimed in claim 30 which includes:

a data capture component configured to capture actual performance data, and

performance expectation data, relating to the provision of the particular service by the

selected service provider, and an updating ~~means~~ component to update the historical

expectation differential data on the database with said captured performance data.

32.   (Currently amended) A computer system as claimed in ~~either one of~~ claim[[s]] 30

[[or 31]] in which the system further includes:.

an expectation variation component configured to enable variation of

performance expectation data associated with a service.

33.   (Currently amended) A computer system as claimed in ~~any one of~~ claim[[s]] 30

[[to 32]] wherein the processor is configured to derive a comparable performance index

for each service provider by combining the comparable expectation differential data,

comparable cost data and comparable quality data in respect of each of the service

providers, with the combination of the comparable expectation differential data, the

comparable cost data and comparable quality data being performed in accordance with

weightings reflecting the relative importance of the comparable expectation differential

data, the comparable cost data and comparable quality data to the buyer.

34.   (Original) A computer system as claimed in claim 33 wherein the data capture

component is further configured to capture varied performance expectation data relating

to the provision of the particular service by the selected service provider.

35.   (Currently amended) A computer system as claimed in ~~any one of~~ claim[[s]] 30

[[to 34]] which further includes a performance expectation generation component

configured to generate performance expectation data in relation to the particular service.

36.   (Currently amended) A computer system as claimed in claim 35 wherein the

performance expectation generation component is configured to generate performance

expectation data on the basis of at least one or more of the following:

      a default performance expectation;

      best practice data;

      the actual historical performance of one or more service providers;

      a service plan proposed by the service supplier; and

      <u>at least</u> one ~~or more~~ quotation[[s]] provided by respective service providers.

37.   (Original) A computer operating under the control of the computer readable

medium of claim 29.

38.   (Currently amended) A computerised method of enabling a comparison of a

performance of a service provider performing a service against at least one performance

expectation, said method including:

(a)   setting at least one initial performance expectation in relation to the

service;

(b)   receiving a request to amend the initial performance expectation in relation to the service;

(c)   processing the request by either accepting, rejecting or modifying the received request;

(d)   determining at least one current performance expectation in relation to the service on the basis of at least one initial performance expectation and the processed request; and

(e)   comparing the performance of the service provider in relation to service to the at least one current performance expectation.

39.   (Currently amended) A computerised method as claimed in claim 38 in which the initial performance expectation is set on the basis of at least one of the following:

a default performance expectation;

best practice data;

the actual historical performance of one or more service providers;

a service plan proposed by the service supplier; and

at least one or more quotation[[s]] provided by respective service providers.

40.   (Currently amended) A computerised method as claimed in either of claim[[s]] 38 or 39 to 27 which includes[[,]] storing at least one of the following in a historical performance database:

at least one initial performance expectation;

a request to amend a performance expectation;

at least one current performance expectation ; and

actual performance data[[;]].

41.   (Cancelled)